METROPOLITAN TRANSPORTATION AUTHORITY
POLICE DEPARTMENT

OPERATIONAL ORDER # 24-10

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TO: **ALL MEMBERS OF THE DEPARTMENT**

SUBJECT: **SUBWAY CO-RESPONSE OUTREACH TEAM**

On **Wednesday January 3, 2024,** the Metropolitan Transportation Authority Police Department (MTAPD) will continue conducting a vigorous outreach to the mentally ill population within the New York City Transit (NYCT) system. The Subway Co-Response Outreach Team (SCOUT) will be a coordinated joint effort with the MTAPD and clinicians from both the Department of Health and Mental Hygiene (DOHMH) and the NYC Department of Homeless Services (DHS).

OBJECTIVE

The purpose of the program is to enhance the recovery process for those individuals that are emotionally disturbed or distressed. Officers and clinicians will survey throughout the NYCT system and respond to low to moderate level calls for service relating to the mentally ill. The SCOUT program is to be mental health driven, not law enforcement/homeless outreach driven. Teams will ensure mentally ill individuals receive the help and medical attention, they need by following through from the field, admission into the hospital and referrals/resources for after discharge. In doing so teams will positively help overcome the barriers to recovery. Intervention strategies like de-escalation techniques and active listening can afford Officers/Clinicians the opportunity to successfully utilize the NYS Mental Hygiene Law to focus on connection and communication with those individuals in need.

METHOD

The Subway Co-Response Outreach Team will focus their efforts within the NYCT system specifically at locations known to have the highest populations of mentally ill in Manhattan. A deployment of uniformed officers working alongside clinicians from the DOHMH, and DHS will engage with individuals fitting criteria that would lead the team to believe they are mentally ill and displaying a substantial risk of serious physical harm to themselves or unable to care for themselves. These individuals will be taken into protective custody through voluntary compliance, under direction from a clinician (MHL 9.58), or an Officers' observation (MHL 9.41). Individuals placed in protective custody will be transported to a facility for the purpose of evaluation and care.

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DEPLOYMENT TEAMS

The detail will be implemented with primarily day tour hours targeting specified locations within the NYCT system. Turnout locations will primarily be in Manhattan (Districts 4, 5, and 10).

- One Sergeant will be assigned daily to supervise the detail in its entirety. Teams will work as a coordinated effort with a ratio of two officers to one clinician.
- MTAPD personnel will be assigned from Transit Operations. Assigned personnel will be respond to MTAHQ - 2 Broadway prior to commencing the detail to meet with the clinicians for a daily debrief.
- Supervision will meet with teams in the field to ensure objectives of the initiative are met. Supervisors will be responsible for multiple teams and stations, as necessary.
- Upon completion of the detail assigned personnel will respond back to their respective districts to complete all administrative duties relative to the detail.

CAD DESIGNATIONS

The CAD designations of **"TO"** will be used to designate Members assigned to SCOUT. Radio transmissions to/from Central shall be predicated as previously done with TO.

CALLS FOR SERVICE

Officers and/or Clinicians can receive the initial call for service from various sources:

- NYPD Officers/Dispatch
- MTA PD Officers/Dispatch (6 Wire)
- Bowery Residence Committee self-notification
- MTA Station Agents and other MTA personnel
- "Get It Fixed" MTA Slack App Channel

SAFETY ASSESSMENT

Utilizing proper policy guidelines and tactics for dealing with emotionally disturbed persons and/or mentally ill to obtain/provide aid in good faith for those in need of assistance. Ensuring scene safety for the individual, Officers and Clinicians. Points of consideration:

- Number of mentally ill individuals
- Proximity of mentally ill individual to the railway track area
- Demeanor/behavior of the mentally ill individual; violent/non-violent, de-escalation techniques
- Has a crime been committed or about to be committed?
- Is there a violation being committed in Officer's presence?
- Clinicians' assessment - Will also determine scene safety to begin their assessment of the mentally ill individual.

DECISION ON REMOVAL AND TYPE OF REMOVAL

After the assessments are done, it is now safe to identify those individuals that may be in a state of emotional distress to decide on the type of removal. The type of removal will vary on a case-by-case basis. But the end goal should be to ensure the participants' safety, the safety of commuters and help participants intervene in a humane manner. It will also provide the individual in emotional distress the chance to receive the help they need from medically trained personnel. Different types of removal include:

- Voluntary removal to a 9.39 Hospital (CPEP)
- Involuntary removal to a 9.39 Hospital (CPEP) through the Mental Hygiene Law 9.41 (LE) or 9.58 (Clinicians)
- If committing a violation in Officers presence, the Officer has multiple options: warn and eject the individual from the transit system and with a call number from EOC or summons and eject the individual from the transit system with a case number from EOC or arrest the individual
- Officer will take proper arrest protocol action for committed crimes

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COORDINATION OF MEDICAL TRANSPORT

Can be coordinated by means of Officers request through EOC for EMT/EMS response and/or by Clinicians.

CASE ENHANCEMENT BY CLINICIAN

The goal of program is to enhance the chances for individuals to receive the medical attention they deserve. To successfully intervene those undergoing mental health issues there must be a follow through from the moment of initial contact out in the field up until their time at the medical facility where they will be admitted to receive treatment, referrals, resources and future treatment at the time of discharge.

MONITORING & ACCOUNTABILITY

- Officers assigned to SCOUT are to prepare a case report detailing the specifics of the operation each tour.
- Supervision will ensure entries on the "Homeless Assistance Program" database of the department's intranet are completed each tour, referencing the detail case number. The following data to be captured includes:
    - Total Contacts
    - Accepted Services
    - EDP removals (9.58/ 9.41 or Voluntary)
    - Aided cases
    - Summons/Arrest/Ejections

- Any incident handled by the team that would normally require a case report, including incidents handed over to the NYPD receive a final disposition of For Other Authority (FOA) are to be documented in ARS.
- Supervision will ensure that all ARS reports are entered, reviewed, and transferred prior to the end of tour.
- Clinicians may also have their own documentation specific to their agency.

DATA ANALYSIS

Weekly meetings including all involved agencies will be conducted to discuss the program's progress. Additionally, collected data will be analyzed, recommendations or modifications to the daily deployment will be made, and any issues will be resolved. Lasty, stations of interest will be discussed to properly deploy the teams to have the greatest impact.

Additional Notes:

- Each team will consist of (2) MTAPD MOS and (1) outreach clinician from the NYC Department of Homeless Services or Department of Health and Mental Hygiene
- Normal operational period will be from 0800 hours to 1600 hours.
- Geographical boundaries for the teams are within the NYCT system in Manhattan.
- If a team is assigned to respond to an individual on a moving train, the team is to respond to a location to intercept the train. Teams are not be chasing a moving train.
- Teams should not delay the scheduled movement of NYCT train service except in incidents where it is necessary.
- When handling an incident on board a train, it is a preferred method to move the client onto the platform rather than engage in outreach on board the train.
- In all cases when police intervention is required, officers must activate their Department Body Warn Camera (BWC) as per MTAPD Manual Section 11-21 "Use of Body Warn Cameras". These interactions are also to be documented with a call number through central and documented in the Member's digital memo book.
- Supervisors will maintain communication with supervision from other involved agencies to update on each Department's Member's status in the station as well as to share intelligence to disseminate to Officers.
- Supervision will make notification to the NYPD Transit Bureau Wheel for any incident involving a 7-major crime or any incident that may generate media attention.

- Members are advised to review the following MTAPD manual sections and directives to better assist them with this detail:
    - Section 9-03: Aided Cases
    - Section 10-01: Use of Force
    - Section 14-04: Emotionally Disturbed Persons
    - MTAPD EOC District Directive 23-05

EMERGENCIES / HANDLING FOA INCIDENTS

- MAJOR INCIDENTS – (Index Crimes/Sex Crimes) – Contact the appropriate Transit District, and a Transit District sector officer will respond to take the report.
- PICK-UP ARRESTS – Any Arrest made please make a notification to the appropriate Transit District Desk via provided telephone number.
- RADIO – (TB MAN/TB BKN etc.) Utilize this frequency to communicate with NYPD Transit or obtain emergency assistance from NYPD.
- If non-emergency, please contact the appropriate Transit District Desk.
- REMOVAL OF POWER IN SUBWAY – Notify the appropriate Transit District Personnel via radio and request a Patrol Supervisor from the district to respond.

WHEN IT IS NECESSARY TO IMMEDIATELY REMOVE POWER FROM THE TRACK AREA DUE TO IMMINENT DANGER:

Open emergency alarm box and pull lever down as far as it will go and release the lever (located in subway tunnels, spaced about 400 to 600 feet apart, beneath the blue light). Use the telephone (located at the alarm box), immediately after removing power, to notify the Rapid Transit Operations Command Center Desk Superintendent of the situation.

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CONTACTS

MTAPD Emergency Operations Center (24-Hour Desk):	(718) 361-2201
MTAPD Desk Supervisor:	(718) 361-2212
NYCT Rail Control Center Communications Desk:	(212) 712-4480
6 Wire – Metro Tech – Brooklyn	(347) 250-1505
Police Liaison at Rail Traffic Control	(212) 712-5264
NYPD Transit Bureau Wheel:	(718) 610-4640
DHS Joint Command Center:	(212) 607-6040
NYCT Security – Mon-Fri: Subways Initiative Group (SIG):	(718) 694-5212
Sat-Sun: Security Command Center (SCC):	(718) 694-4278
NYPD Transit District Four (GCT):	(212) 253-7511
NYPD Transit District Two (Penn):	(212) 966-5711
NYPD Transit District 20 (Jamaica):	(718) 558-5400
NYPD Transit District 32 (Atlantic Terminal):	(718) 221-6604
NYPD Crime Analysis/Admin Office:	(212) 253-7530
42nd Grand Central Booth R238:	(212) 424-4222
PENN 123 Booth R138:	(212) 424-3485
PENN A/C/E Booth N70:	(212) 424-3422
NYPD 14th PRECINCT:	(212) 239-9811

Overtime Code 64 is to be entered on all payroll sheets along with the Operational Order number. Attention to detail is imperative for proper accounting.

Questions relative to this detail may be directed to Captain Paul Salemi – Transit Operations at (718) 715-9432 or psalemi@mtapd.org.

Authority:

AC Joseph Esposito for

John J. Mueller
Chief of Police

JJM/ps
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